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**YMCA DERBYSHIRE**

**JOB DESCRIPTION**

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| **Job Title:** | **Housing Adviser for Teenage Mums** |

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| **Salary:** | **£19,000 pro rata for 21 hours each week to be worked flexibly (fixed term over 3 years)** |

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| **Section A:** | **Basic Objectives of the post** |

* To provide a high quality, non-judgemental, housing support service to young people in particular young disadvantaged teenage mums aged 16-18
* To work in partnership with family nurses, health visitors and community parent volunteers providing advice on the range of housing options for their clients
* To respect and uphold the Aims, Purposes and Values of YMCA Derbyshire and Ripplez CIC.

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| **Section B:** | **Reporting To:** |

The post reports to the Health & Wellbeing Manager at YMCA Derbyshire, however, the post holder will be seconded to Ripplez CIC and will be supervised on a day to day basis by an appropriate manager at Ripplez CIC.

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| **Section C:** | **Background Information for the Post** |

This post is funded with a grant from BBC Children in Need. It was first introduced in January 2015 following consultation with teenage mums, Ripplez family nurses, and Derby City Council Housing Options, in order to meet the needs of disadvantaged teenage mums living in unsuitable accommodation but not statutory homeless. It is designed to ensure provision of consistent and high quality, holistic support to young mums aged 16-18 receiving intensive support during and after pregnancy to enable them to fulfil their potential and move in a planned way into independent living.

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| **Section D:** | **Responsible For (Staff Supervised):** |

None

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| **Section E:** | **Duties & Responsibilities** |

1. **To provide a high quality, non-judgemental, housing support service to young people in particular young disadvantaged teenage mums; this will include:-**

* To empower clients with the knowledge and confidence to achieve the best possible housing outcome for themselves and their baby, using excellence in work practice.
* To ensure quality caseload management.
* To provide clients with high quality support and information on housing options determined by the clients’ individual needs.
* To encourage, promote and support clients into independent living.
* To develop and promote initiatives to encourage clients to improve confidence and increase personal development with support and encouragement to enable them to move into independent living
* To give advice on Welfare Benefits and to provide assistance in completing and maintaining Welfare Benefit claims.
* To ensure all systems, policies, practices and procedures are both enabling and adhered to.

1. **To work in partnership with Family Nurses and other professional providing advice on the range of housing options for their clients; this will include:-**

* To liaise with the Family Nurses working at Ripplez CIC to ensure consistent and appropriate support and interaction with Family Nurse Partnership (FNP) and Family First (FF) clients.
* In collaboration with Family Nurses, to conduct assessments with FNP and Family First clients on their housing and related needs to determine the appropriate support path and services required.
* To provide an effective advice and guidance support service on housing issues for FNP and FF nurses and clients.
* To assist FNP and FF clients in achieving a Passport to Independence Portfolio to show prospective future landlords.
* To assist FNP and FF clients in making contact and dealing with other agencies (i.e. contact with the landlord/Housing Benefit/Benefits Agency, voluntary agencies, health trust, Connexions etc) with regard to move-on accommodation.
* To provide support which will encourage FNP and FF clients to maintain their tenancy and achieve full independence with their accommodation.
* To assist the FNP and FF client in accessing social, community, training or employment activities.
* To provide mentoring and personal support – such that clients are empowered to make well-informed and realistic decisions in regard to independent living.
* When appropriate and with consent, to work with Family Nurses/parents/guardians/social workers/support workers, so that they understand and can contribute positively.
* To network effectively within a multi-agency environment of voluntary, community and statutory agencies to remove barriers to independent living for young people utilising these services.
* To ensure the exchange of relevant information between providers and specialist agencies takes place, ensuring the FNP and FF clients are aware of this and that data protection requirements are complied with.
* To undertake any administrative duties in line with the post.

1. **The post holder may be required to undertake other duties as reasonably required, commensurate with the level of position and to meet the needs of the organisation.**

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| **Section F** | **Functional Links**  **Please list the most important contacts necessary to carry out the job.** |

It is essential to maintain appropriate working links with all professional colleagues in the field

and to establish working links with others whose role may affect your work. This will include:-

* Clients (Disadvantaged Teenage Mums aged 16-18) receiving intensive support during and after pregnancy
* Ripplez Family Nurses and volunteers delivering intensive support to teenage mums
* Health Visitors
* YMCA Housing Team & Key Workers
* Housing Options
* Housing Associations
* Private Landlords
* Youth Offending Services
* Supported Housing Providers
* Connexions Project Worker
* Connexions Personal Advisors
* Children & Young People’s Multi Agency Teams
* Voluntary and statutory agencies
* Benefits Agency/Housing Benefits

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| **Section F:** | **Other relevant Matters**  **This section should be used to record any other important points about the job.** |

The core working hours will be 21 each week worked flexibly to suit the needs of the service, however there may be occasions when you will be required to work outside of normal office hours to meet the needs of the client.

A full clean driving licence and use of a car is essential.

An Enhanced DBS check is required for this post

Employees of YMCA Derbyshire will be required to work within the remit of all organisational policies and procedures and any relevant legislation

To maintain confidentiality and adhere to Ripplez CIC/YMCA Derbyshire policies and procedures

You will be working with young people who have a wide range of issues related to homelessness, and will be expected to present as a professional role model; building supportive relationships and helping them to achieve as much responsibility and independence as possible for their own lives.

**YMCA DERBYSHIRE**

**CORE COMPETENCIES**

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| **Job Title:** | **Housing Adviser for Teenage Mums** |

YMCA Derbyshire has a **Competency Framework** which identifies the core behaviours the organisation wishes to develop and engender as part of the culture. The Competencies relevant to this role and the level of competence required are highlighted below. Essential competency requirements for this role are highlighted in the person specification and all applicants will be expected to evidence how they meet these through their application and supporting statement.

**Customer Focus** is about consulting with, listening to and understanding the needs of those our work impacts and using this knowledge to shape what we do and manage others’ expectations

Level 2 indicators of effective performance

* Seeks to understand customer requirements, gathering extra information when needs are not clear.
* Understands the differing needs of customers and makes adaptations accordingly
* Checks customer is satisfied with service through feedback
* Produces and implements ideas for improving service to customers

**Team-working** is about using interpersonal skills to work co-operatively and enthusiastically with others in own team and with a diverse range of people (internal/external) to share knowledge and skills to deliver shared goals.

Level 2 indicators of effective performance

* Develops positive relationship with others
* Understands what others need to know and keeps them informed
* Fosters an environment where others feel respected
* Identifies opportunities for joint working to minimise duplication
* Encourages and supports other colleagues

**Communicating and Influencing** is about presenting information and ideas clearly and effectively to a diverse range of people ensuring the message is understood and negotiating and persuading to achieve the best possible outcome.

Level 2 indicators of effective performance

* Communicates openly and inclusively with internal and external customers
* Clearly articulates messages taking into consideration the target audience, adapting style and communication method accordingly
* Presents a credible and positive image both internally and externally
* Aware of impact of own behaviour and communication style on others

**Planning & Organising** is about thinking ahead, managing priorities and risk, and developing structured and efficient approaches to deliver work on time and to a high standard

Level 2 indicators of effective performance

* Prioritises work in line with key departmental objectives
* Makes contingency plans to account for changing work priorities and deadlines
* Identifies and consults with relevant team members and stakeholders in planning work
* Pays close attention to detail, ensuring team’s work is delivered to a high standard
* Negotiates realistic timescales for work delivery, ensuring team objectives can be met

**Managing & Developing Performance** is about setting high standards for oneself and others, guiding, motivating and developing them to achieve high performance and meet the organisations’ objectives and statutory obligations

Level 1 indicators of effective performance

* Keeps up to date with new processes and information in own role
* Takes a methodical and consistent approach to completing work in line with personal objectives
* Seeks clarity on objectives, ensuring a good understanding of expectations & measures of success
* Demonstrates high standards of delivery in own area of work

**Decision Making** is about forming sound, evidence based judgements, making choices, assessing risks to delivery and taking accountability for results

Level 1 indicators of effective performance

* Takes personal responsibility for own decisions
* Identifies and uses relevant information to make decisions
* Makes straightforward decisions to progress own work
* Understands which decisions are within own area of responsibility and which to pass to others
* Asks others for input, recognising the benefit of more than one perspective

**Responding to Pressure and Change** is aboutbeing flexible and adapting positively, to sustain performance when the situation changes, workload increases and priorities shift.

Level 1 indicators of effective performance

* Responds flexibly to changing circumstances
* Stays calm in pressurised and demanding situations
* Recognises when unable to cope and asks others to help
* Demonstrates openness to changing work priorities and deadlines
* Learns from mistakes
* Maintains personal well-being and achieves a balance between work and home life

**Strategic Thinking** is about using an understanding of the bigger picture to uncover potential challenges and opportunities for the long term and turning these into a compelling vision for action

Level 1 indicators of effective performance

* Understands the structure and statutory responsibilities of the organisation
* Understands how own and team’s work contributes to the delivery of the organisation’s objectives
* Shows consideration for wider organisational implications of personal work
* Understands what specific actions need to be taken to contribute to organisational objectives
* Uses understanding of different parts of the organisation to accomplish goals and objectives

**YMCA DERBYSHIRE**

**PERSON SPECIFICATION**

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| **Job Title:** | **Housing Adviser for Teenage Mums** |

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| **TECHNICAL REQUIREMENTS (includes experience and qualifications)** | **Essential/**  **Desirable** |
| Appropriate qualification (e.g. social work, mental health, youth work) or previous experience in housing/homelessness/resettlement | E |
| Hold a full driving licence, business insurance and have use of a car | E |
| Computer literacy including word, excel and outlook | E |
| Working knowledge of the benefits system | E |
| **Customer Focus** |  |
| Understanding of the barriers faced by young teenage mums | E |
| Ability to make a positive impact with and actively engage young people | E |
| Empathy with young first time teenage parents and a passion to help them | E |
| **Team-working** |  |
| Ability to work as part of a team, but also on own initiative and at times unsupervised. | E |
| Self motivated and can work with others to ensure tasks are complete | E |
| Ability to liaise effectively with a variety of statutory organisations, voluntary groups and agencies | E |
| **Communicating & Influencing** |  |
| Ability to communicate with a diverse range of people | E |
| Strong interpersonal and group skills | E |
| Good written/oral communication at all levels with clients and colleagues | E |
| Understanding of the issues concerning confidentiality and the  Data Protection Act | E |
| **Planning & Organising** |  |
| Ability to make contingency plans to account for changing work priorities and deadlines | E |
| Excellent record keeping and writing skills to ensure accurate case load management | E |
| **Managing & Developing Performance** |  |
| Ability to promote the ethos of YMCAD and Ripplez CIC | E |
| Ability to set clear objectives with measures of success | E |
| Willingness to undergo relevant training | E |
| **Decision Making** |  |
| Ability to identify and use relevant information to make decisions | E |
| Knowledge and understanding of safeguarding policies and procedures | E |
| **Responding to Pressure & Change** |  |
| Ability to work flexible hours, including evenings and weekends | E |
| Ability to manage challenging behaviour in a positive manner | E |
| **Strategic Thinking** |  |
| Knowledge of the housing provision in the private and statutory sector | E |

**YMCA DERBYSHIRE**

**TERMS AND CONDITIONS**

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| **Job Title:** | **Housing Adviser for Teenage Mums** |

1. **Salary**

£19,000 pro rata for 21 hours each week to be worked flexibly (fixed term over 3 years)

with a possibility to extend dependant on funding.

**2. Hours of work**

21 hours per week worked flexibly each week however there may be occasions when you will be required to work outside of normal office hours, to meet the needs of the client. This may include occasional evenings, weekends and Bank Holidays to meet the needs of the clients and the project.

**3. Leave entitlement**

25 days plus 8 bank holidays pro-rata per year.

**4. Sick pay provision**

2 weeks (pro-rata) in a rolling 12 month period; following a 3 month qualifying period

1. **Pension entitlement**

Auto enrolment to Peoples Pension after a three month qualifying period.

1. **Period of termination notice**

One week during 6 month probation period thereafter one month

1. **Conditions of appointment**

The appointment is subject to YMCA Derbyshire receiving two satisfactory

references, the completion of a confidential medical questionnaire and a medical examination if considered necessary; an Enhanced DBS check and a six month probationary period.